

# AGENDA

## ALEXANDRIA QUALITY OF LIFE COMMITTEE

FRIDAY, FEBRUARY 1, 2019

8:00 A.M.

### COUNCIL WORKROOM

1. Introductory Remarks – Mayor Justin Wilson
2. Quality of Life Committee Charter/Purpose – Mayor Justin Wilson
3. Crime Issues and Trends, Terrorism Response, Drug and Nuisance Enforcement – Police Chief Michael L. Brown
4. Update on First Street/North Columbus Street/Andrew Adkins/Inner City Issues, Parker Gray Roundtable Meetings, and Lenox Place - Rose Boyd, ARHA, Captain Don Hayes, and ARHA Executive Director Keith Pettigrew
5. Update on the City's Coordinated Effort to Address Gang Issues in Alexandria – Lt. Steve Carr and Court Services Unit Percy White
6. Update from the Court Services Unit – Mike Mackey
7. Report from the Sheriff – Chief Deputy Sheriff Candra Callicott
8. Report from the Commonwealth's Attorney – David Lord, Senior Assistant Commonwealth's Attorney
9. Alexandria Reentry Council Update – Alfreda Shinns, Deputy Chief Probation and Parole Officer
10. Update from Alexandria Health Department – Dr. Stephen Haering, Director, Health Planner, Alexandria Health Department
11. Report on Nuisance and Property Maintenance Issues and Trends in Target Areas – Philip Pugh, Property Maintenance Division Chief, Department of Code Administration
12. **Call.Click.Connect.** Report - Status for T&ES Requests – Jeffrey F. Duval, Deputy Director, Operations, Department of Transportation & Environmental Services
13. Update from the Department of Community and Human Service – Liz Wixson, Director of Clinical and Emergency Services, DCHS
14. Update from Alexandria City Public Schools – Dr. Julie Crawford, Chief of Student Services, Alternative Programs & Equity, ACPS
15. Other

The next meeting is scheduled for Friday, April 5, 2019. The Alexandria Quality of Life Committee meets every two months in the workroom, except during the summer.





## SECTOR ONE (OLD TOWN) OVERVIEW

## PART I Crime Sector One

CRIME	2017	2018	Change	% Change
Homicide	1	1	0	0.0%
Rape	1	2	1	100.0%
Robbery	22	16	-6	-27.3%
Aggravated Assault	25	38	13	52.0%
Burglary	27	29	2	7.4%
Larceny	493	601	108	21.9%
Motor Vehicle Theft	31	48	17	54.8%
<b>TOTAL</b>	<b>600</b>	<b>735</b>	<b>135</b>	<b>22.5%</b>

*Sector 1 showed an increase of 135 offenses (22.5%) in overall Part I Crimes. Larcenies notably increased by 108 (21.9%). They were primarily driven by Larceny from Building, Larceny from Auto, and Larceny Other offenses; however, notable increases only occurred with Larceny from Auto, Shoplifting, and Credit Card Thefts.*

## Part II Crime Sector One

CRIME	2017	2018	Change	% Change
Nuisance	791	690	-101	-12.8%
Destruction/Vandalism	191	196	5	2.6%
Drug/Narcotic Offenses	251	160	-91	-36.3%
Disorderly Conduct	17	26	9	52.9%
Driving Under the Influence	115	86	-29	-25.2%
Drunkenness	147	162	15	10.2%
Gambling Offenses	1	0	-1	-100.0%
Prostitution	0	0	0	N/C
Liquor Law Violations	69	60	-9	-13.0%
Simple Assault	258	278	20	7.8%
Fraud/Forgery/Embezzlement	98	116	18	18.4%
Weapon Violations	30	21	-9	-30.0%
All Other Offenses	1416	1575	159	11.2%
<b>TOTAL</b>	<b>2593</b>	<b>2680</b>	<b>87</b>	<b>3.4%</b>

*Part II Crime in Sector 1 slightly increased by 87 offenses (3.4%) in 2018. The most significant change occurred with Drug/Narcotic Offenses and Driving Under the Influence – both of which decreased (by 91 (-36.3%) and 29 (-25.2%), respectively).*





## SECTOR TWO (DEL RAY) OVERVIEW

## PART I Crime Sector Two

CRIME	2017	2018	Change	% Change
Homicide	0	1	1	N/C
Rape	3	2	-1	-33.3%
Robbery	22	27	5	22.7%
Aggravated Assault	41	24	-17	-41.5%
Burglary	26	37	11	42.3%
Larceny	406	486	80	19.7%
Motor Vehicle Theft	27	36	9	33.3%
<b>TOTAL</b>	<b>525</b>	<b>613</b>	<b>88</b>	<b>16.8%</b>

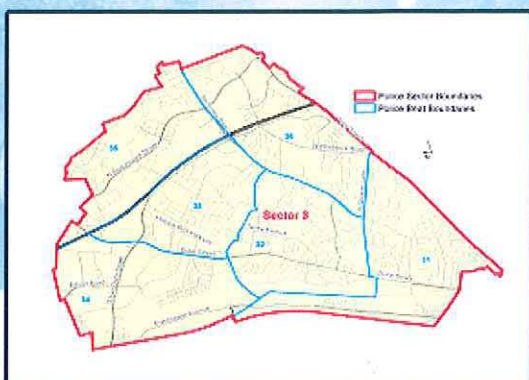
Sector 2 Part I Crime increased by 88 (16.8%), with the largest numerical increases in Burglary (11 or 42.3%) and Larceny (80 or 19.7%) offenses. There were more Residential Burglaries than Commercial Burglaries in 2018 (25 and 12, respectively); however, Commercial Burglaries showed the most significant change, increasing from 4 to 12.

## Part II Crime Sector Two

CRIME	2017	2018	Change	% Change
Nuisance	617	464	-153	-24.8%
Destruction/Vandalism	131	125	-6	-4.6%
Drug/Narcotic Offenses	172	109	-63	-36.6%
Disorderly Conduct	23	20	-3	-13.0%
Driving Under the Influence	76	51	-25	-32.9%
Drunkenness	88	82	-6	-6.8%
Gambling Offenses	0	0	0	N/C
Prostitution	0	0	0	N/C
Liquor Law Violations	127	77	-50	-39.4%
Simple Assault	265	227	-38	-14.3%
Fraud/Forgery/Embezzlement	89	88	-1	-1.1%
Weapon Violations	14	11	-3	-21.4%
All Other Offenses	890	870	-20	-2.2%
<b>TOTAL</b>	<b>1875</b>	<b>1660</b>	<b>-215</b>	<b>-11.5%</b>

Part II Crime in Sector 2 decreased by 215 offenses (-11.5%), showing a decrease or no change in all individual categories. The most significant decreases were with Drug/Narcotic offenses and Liquor Law Violations, which decreased by 63 (-36.6%) and 50 (-39.4%), respectively.





SECTOR THREE (WEST END) OVERVIEW

## PART I Crime Sector Three

CRIME	2017	2018	Change	% Change
Homicide	5	2	-3	-60.0%
Rape	5	7	2	40.0%
Robbery	60	38	-22	-36.7%
Aggravated Assault	72	88	16	22.2%
Burglary	116	62	-54	-46.6%
Larceny	1165	985	-180	-15.5%
Motor Vehicle Theft	114	115	1	0.9%
<b>TOTAL</b>	<b>1537</b>	<b>1297</b>	<b>-240</b>	<b>-15.6%</b>

Sector 3 Part I Crime decreased by 240 offenses (-15.6%), with significant decreases in Robbery (-22 or -36.7%) and Burglary (-54 or -46.6%) offenses. Aggravated Assaults notably increased by 16 (22.2%), and were driven by Felonious Assaults.

## Part II Crime Sector Three

CRIME	2017	2018	Change	% Change
Nuisance	1702	1253	-449	-26.4%
Destruction/Vandalism	572	466	-106	-18.5%
Drug/Narcotic Offenses	503	334	-169	-33.6%
Disorderly Conduct	35	34	-1	-2.9%
Driving Under the Influence	170	136	-34	-20.0%
Drunkenness	213	174	-39	-18.3%
Gambling Offenses	0	0	0	N/C
Prostitution	14	19	5	35.7%
Liquor Law Violations	195	90	-105	-53.8%
Simple Assault	813	782	-31	-3.8%
Fraud/Forgery/Embezzlement	191	190	-1	-0.5%
Weapon Violations	62	32	-30	-48.4%
All Other Offenses	2621	2463	-158	-6.0%
<b>TOTAL</b>	<b>5389</b>	<b>4720</b>	<b>-669</b>	<b>-12.4%</b>

All but one Part II offenses in Sector 3 showed decreases or remained the same. Notable offense decreases include: Drug/Narcotics (-169 or -33.6%), Liquor Law Violations (-105 or -53.8%), and Weapon Violations (-30 or -48.4%).

## Department Citation Statistics - 2018

Citation Type	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
<b>Speeding</b>	626	580	542	552	407	405	380	384	297	420	399	362	<b>5354</b>
<b>All Other</b>	1344	1169	1035	1269	891	998	787	1072	876	1095	841	623	<b>12000</b>
<b>Total</b>	<b>1970</b>	<b>1749</b>	<b>1577</b>	<b>1821</b>	<b>1298</b>	<b>1403</b>	<b>1167</b>	<b>1456</b>	<b>1173</b>	<b>1515</b>	<b>1240</b>	<b>985</b>	<b>17354</b>





# CRIME AND QUALITY OF LIFE

January 28, 2019

Chief of Police Michael L. Brown

## CITY OF ALEXANDRIA OVERVIEW

As Of January 25, 2019

### PART I Crime Citywide

CRIME	2018	2019	Change	% Change
Homicide	0	1	1	N/C
Rape	0	0	0	N/C
Robbery	7	3	-4	-57.1%
Aggravated Assault	16	6	-10	-62.5%
Burglary	5	7	2	40.0%
Larceny	131	116	-15	-11.5%
Motor Vehicle Theft	3	19	16	533.3%
<b>TOTAL</b>	<b>162</b>	<b>152</b>	<b>-10</b>	<b>-6.2%</b>

Motor Vehicle Thefts are significantly high compared to last year's numbers. They increased from 3 to 19, YTD. No patterns have been noted as of this date. Last year's total of 3 was notably low compared to the norm at this time of the year. Totals ranged from 10 to 21 offenses between 2010 and 2017, with 13.6 offenses as the 10-year average.

### Part II Crime Citywide

CRIME	2018	2019	Change	% Change
Nuisance	162	145	-17	-10.5%
Destruction/Vandalism	43	45	2	4.7%
Drug/Narcotic Offenses	55	51	-4	-7.3%
Disorderly Conduct	8	3	-5	-62.5%
Driving Under the Influence	20	15	-5	-25.0%
Drunkenness	18	20	2	11.1%
Gambling Offenses	0	0	0	N/C
Prostitution	7	0	-7	-100.0%
Liquor Law Violations	11	11	0	0.0%
Simple Assault	102	73	-29	-28.4%
Fraud/Forgery/Embezzlement	22	32	10	45.5%
Weapon Violations	13	6	-7	-53.8%
All Other Offenses	416	326	-90	-21.6%
<b>TOTAL</b>	<b>715</b>	<b>582</b>	<b>-133</b>	<b>-18.6%</b>

Part II offenses have started off lower than last year, with a decrease of 133 offenses (-18.6%). Fraud/Forgery/Embezzlement offenses are the only type with a notable increase (10 or 45.5%).





## SECTOR ONE (OLD TOWN) OVERVIEW

## PART I Crime Sector One

CRIME	2018	2019	Change	% Change
Homicide	0	0	0	N/C
Rape	0	0	0	N/C
Robbery	2	0	-2	-100.0%
Aggravated Assault	3	1	-2	-66.7%
Burglary	3	5	2	66.7%
Larceny	42	30	-12	-28.6%
Motor Vehicle Theft	2	3	1	50.0%
<b>TOTAL</b>	<b>52</b>	<b>39</b>	<b>-13</b>	<b>-25.0%</b>

Part I Crime in Sector 1 is down by 13 offenses (-25.0%), with no notable changes.

## Part II Crime Sector One

CRIME	2018	2019	Change	% Change
Nuisance	42	38	-4	-9.5%
Destruction/Vandalism	10	13	3	30.0%
Drug/Narcotic Offenses	13	10	-3	-23.1%
Disorderly Conduct	3	0	-3	-100.0%
Driving Under the Influence	6	6	0	0.0%
Drunkenness	6	8	2	33.3%
Gambling Offenses	0	0	0	N/C
Prostitution	0	0	0	N/C
Liquor Law Violations	4	1	-3	-75.0%
Simple Assault	27	18	-9	-33.3%
Fraud/Forgery/Embezzlement	4	5	1	25.0%
Weapon Violations	5	3	-2	-40.0%
All Other Offenses	175	93	-82	-46.9%
<b>TOTAL</b>	<b>253</b>	<b>157</b>	<b>-96</b>	<b>-37.9%</b>

Sector 1's Part II Crime is down by 96 offenses (-37.9%), with a large decrease in All Other Offenses (-82 or -46.9%)





## SECTOR TWO (DEL RAY) OVERVIEW

### PART I Crime Sector Two

CRIME	2018	2019	Change	% Change
Homicide	0	0	0	N/C
Rape	0	0	0	N/C
Robbery	4	0	-4	-100.0%
Aggravated Assault	2	1	-1	-50.0%
Burglary	1	0	-1	-100.0%
Larceny	30	21	-9	-30.0%
Motor Vehicle Theft	0	5	5	N/C
<b>TOTAL</b>	<b>37</b>	<b>27</b>	<b>-10</b>	<b>-27.0%</b>

Overall Part I Crime in Sector 2 is down by 10 offenses (-27.0%). Motor Vehicle Thefts have notably increased by 5, compared to 0 at this time last year.

### Part II Crime Sector Two

CRIME	2018	2019	Change	% Change
Nuisance	32	23	-9	-28.1%
Destruction/Vandalism	11	8	-3	-27.3%
Drug/Narcotic Offenses	7	3	-4	-57.1%
Disorderly Conduct	3	1	-2	-66.7%
Driving Under the Influence	3	3	0	0.0%
Drunkenness	6	4	-2	-33.3%
Gambling Offenses	0	0	0	N/C
Prostitution	0	0	0	N/C
Liquor Law Violations	2	4	2	100.0%
Simple Assault	16	12	-4	-25.0%
Fraud/Forgery/Embezzlement	11	7	-4	-36.4%
Weapon Violations	5	1	-4	-80.0%
All Other Offenses	67	57	-10	-14.9%
<b>TOTAL</b>	<b>131</b>	<b>100</b>	<b>-31</b>	<b>-23.7%</b>

Part II Crime in Sector 2 is down by 31 offenses (-23.7%), with no notable changes in individual offense categories.





SECTOR THREE (WEST END) OVERVIEW

## PART I Crime Sector Three

CRIME	2018	2019	Change	% Change
Homicide	0	1	1	N/C
Rape	0	0	0	N/C
Robbery	1	3	2	200.0%
Aggravated Assault	11	4	-7	-63.6%
Burglary	1	2	1	100.0%
Larceny	58	59	1	1.7%
Motor Vehicle Theft	1	11	10	1000.0%
<b>TOTAL</b>	<b>72</b>	<b>80</b>	<b>8</b>	<b>11.1%</b>

Part I Crime in Sector 3 is up by 8 offenses (11.1%). Motor Vehicle Thefts are significantly high with 11 reported this year, compared to 1 last year.

## Part II Crime Sector Three

CRIME	2018	2019	Change	% Change
Nuisance	84	79	-5	-6.0%
Destruction/Vandalism	22	24	2	9.1%
Drug/Narcotic Offenses	31	34	3	9.7%
Disorderly Conduct	2	2	0	0.0%
Driving Under the Influence	11	5	-6	-54.5%
Drunkenness	6	8	2	33.3%
Gambling Offenses	0	0	0	N/C
Prostitution	7	0	-7	-100.0%
Liquor Law Violations	5	6	1	20.0%
Simple Assault	59	42	-17	-28.8%
Fraud/Forgery/Embezzlement	7	16	9	128.6%
Weapon Violations	3	2	-1	-33.3%
All Other Offenses	170	165	-5	-2.9%
<b>TOTAL</b>	<b>323</b>	<b>304</b>	<b>-19</b>	<b>-5.9%</b>

Part II Crime is down by 19 offenses (-5.9%) in Sector 3. One offense showed a notable change: Simple Assault, with a decrease of 17 offenses (-28.8%).





## COMMUNITY POLICING / ENGAGEMENT

### Neighborhood Crime Information

- The **Andrew Adkins** area had a total of 13 Calls for Service (CFS), resulting in 1 incident report (Trespassing) year-to-date (YTD).
- The **Arlandria** area had a total of 261 CFS, resulting in 32 incident reports. The most frequent calls were Parking Complaints and Disorderly Conduct. Forty percent of Parking Complaints were within the 3800 and 3900 blocks of Charles Ave. Thirty-eight percent of Disorderly calls were within the 3800 & 3900 blocks of Executive Ave. Approximately 29% of the incident reports were Assault offenses - all but one an Assault & Battery.
- The **Armistead** area had a total of 123 CFS, resulting in 23 incident reports. The most frequent calls were Noise Complaints and Domestic Violence No Injury. Fifty-seven percent of Noise Complaints involved the 450 block of N Armistead St, and most occurred between 23:00-03:00hrs. There were no patterns with Domestic Violence calls. Assaults and Larcenies/Thefts had the most reports (6 each). Five of the larcenies involved Thefts from Buildings.
- The **Quantrell** area had 1 CFS (Crash) and no incident reports YTD.
- The **Foxchase** area had 243 CFS - the most frequent being Disorderly Conduct (13), Parking Complaint (11), and Noise Complaint Delay (10). There were no patterns with Disorderly Conduct or Parking Complaints, but 46% of Noise Complaints occurred at 4600 Duke St. Most were on weekends during late evening hours. Twenty incident reports were taken YTD, five of which were Larceny/Thefts, but specific offenses varied.
- The **Hume Springs/Lynhaven** area had 80 CFS resulting in 8 incident reports. There were no notable patterns.
- The **Inner City** area had 139 CFS, with 18 (13%) being Parking Complaints. The largest concentration occurred on N Payne St and Princess St, both primarily during morning-afternoon hours on weekdays. Eleven incident reports were taken YTD, with no notable patterns.
- The **Northside** area had 133 CFS, with 19 (14%) being Parking Complaints. The largest concentration occurred on N Columbus St between Madison St and Pendleton St. Sixteen incident reports were taken YTD, with 5 of these being Trespassing (all at 300 Wythe St).
- The **Reynolds** area had 147 CFS, with 15 (10%) being Disorderly Conduct. Sixty percent occurred on Wednesdays and Thursdays, but hours and locations varied. There were 33 incident reports taken, 10 of which were Assault offenses. There were no patterns with the Assaults.
- The **Sanger** area had 125 CFS, resulting in 24 incident reports. The most frequent call was Domestic Violence No Injury (10), followed by Noise Complaints (8). Half of the Domestic Violence calls occurred at multiple addresses along the 5700 block of Harwich Ct. There were no patterns with Noise Complaints other than occurring in the late night-overnight hours. The most frequent incident was Larceny/Theft (9 offenses total), but there were no specific offense patterns.
- The **Whiting** area had 58 CFS YTD, resulting in 9 incident reports. There were no notable patterns.
- The **Yale/Ellsworth** area had 60 CFS, resulting in 13 incident reports. The event with the most calls was Commercial Alarm (7) - all for 3155 and 3201 Duke St (both located in Alexandria Commons). All calls were determined to be False Alarms. There were no notable patterns with incidents.

## **Upcoming Community Engagement Events**

- **February 1:** Hosting Boy Scouts and Daisy Troop for a tour of APD (9am)
- **February 4-8:** Community Helpers Week at the Center for Alexandria's Children - Participating in play groups (multiple locations/times)
- **February 9:** Fight the Furlough at Glory Days Grill (3pm)
- **Ongoing:** "Celebrity Readers" with Mr. Holland's class at McArthur Elementary (until end of school year)
- **Ongoing:** Teen Law Enforcement Academy at APD (every Thursday for 10 weeks, 6pm-8pm)





City of Alexandria, Virginia  
Sheriff's Office



MEMORANDAM

DATE: JANUARY 31, 2019

TO: DANA LAWHORNE, SHERIFF, CITY OF ALEXANDRIA

FROM: MARYBETH PLASKUS, LIEUTENANT, FACILITY SERVICES

SUBJECT: QUALITY OF LIFE STATISTICS FOR NOVEMBER & DECEMBER 2018  
AND JANUARY 2019

During the months of November, December 2018, and January, 2019 the Inmate Work Detail Program performed community service projects. The crews also provided assistance to other city agencies and responded to specific requests. Those projects are included in this report as well. Normally, there are two work detail crews with up to four or five participants per crew. That number can fluctuate throughout the months due to limited qualified participants. During this reporting period, there was an average of 3 inmates participating on the program.

**LITTER/LEAVES PATROL:**

- Public Safety Center
- Jones Point

**SPECIAL PROJECTS AND REQUEST COMPLETED BY THE INMATE WORK  
DETAIL**

- Removed snow at the PSC.
- Performed Landscaping at the PSC.
- Assisted APD with unloading 500 Christmas Trees at ALX Union Station.
- Placed and removed garland and holiday decorations along King St.
- Moved Operation Elf Presents (bikes) to storage at ADC.
- Placed and collected 25 barricades for Waterfront Park Portside Event.
- Collected 36 barricades from Lee St. Halloween Parade.
- Placed and collected 95 barricades for Christmas Walk.
- Placed and collected 50 barricades on King St. for First Night Event.
- Cleaned public visitation areas, elevators, locker rooms, roll call rooms, stairwells, loading dock and landings in ADC.
- Painted medical waiting areas at ADC.



- Emptied trash around the PSC compound.
- Assisted the Fire Department with removing large monitor boxes from EOC.
- Relocated First Night decorations from the Durant Center to King Street.
- Waxed floors at the PSC.
- Re-arranged furniture in the watch commanders' office.
- Assisted Office of Emergency Management Staff with moving file cabinets to OEM on the 3<sup>rd</sup> floor.
- Cleaned light fixtures in Control One Lobby.
- Cleaned and organized the bike shed at the PSC.

### **HOURS AND SAVINGS**

During November, December, and January the number of hours completed by the Inmate Work Detail (excluding Recreation) totaled 154 hours. The total funds saved in City wages for this time period was \$4,620.00 based on the hourly rate of \$30.00.

The number of hours completed by the Inmate Work Detail for Recreation was 71 hours, representing a savings of \$4,740. This is based on an hourly rate of \$60.00.

**Quality of Life Meeting**  
**February 1, 2019**

**Department of Code Administration**  
**Maintenance Code Division**

**Focus Areas Inspection Activities**  
**November 20 – January 25**

**Arlandria**

Reporting Period	2017-18	2018-19	Change
<b>Violations Cited</b>	<b>9</b>	<b>6</b>	<b>-3</b>
Inoperable Vehicles	0	2	+2
Trash	6	2	-4
Weeds	7	0	-7
Unfit Housing	0	0	0
Rodents	12	4	-8
Hoarding	0	0	0
Property Maintenance	16	11	-5
Stop Work Orders	0	0	0

**Hume Springs**

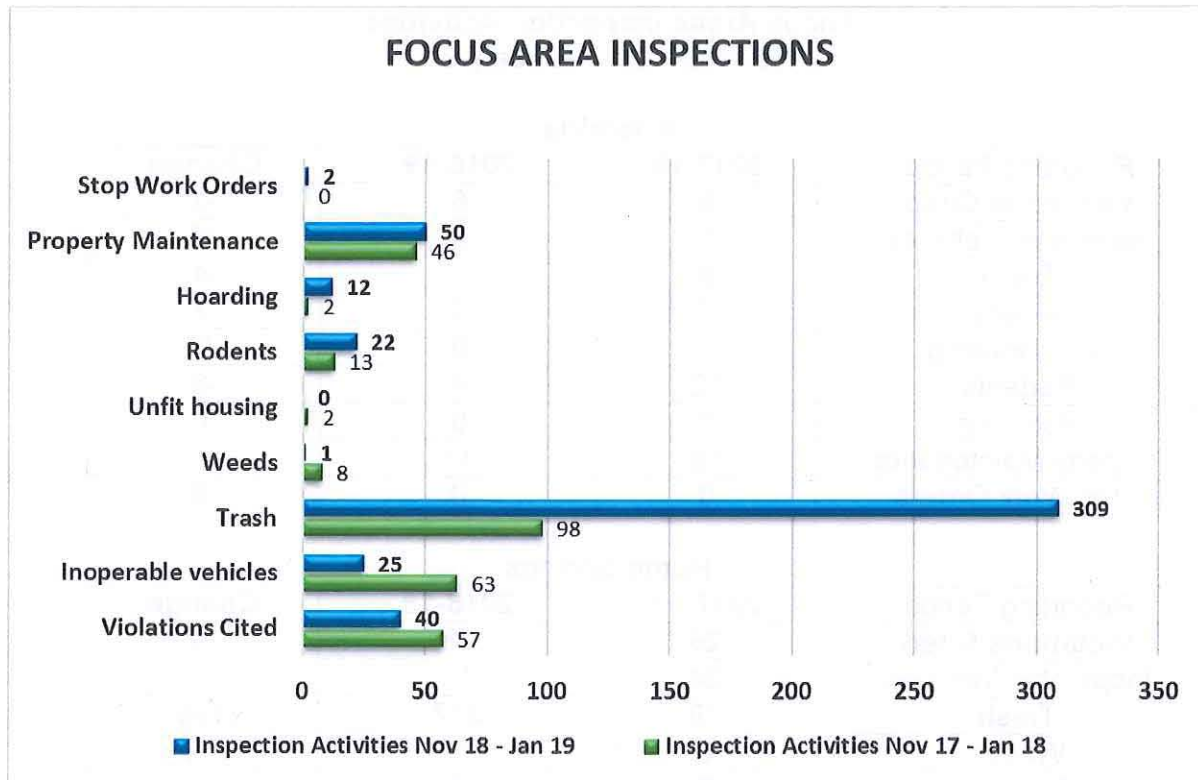
Reporting Period	2017-18	2018-19	Change
<b>Violations Cited</b>	<b>26</b>	<b>28</b>	<b>+2</b>
Inoperable Vehicles	24	11	-13
Trash	79	277	+198
Weeds	0	0	0
Unfit Housing	2	0	-2
Rodents	1	0	-1
Hoarding	0	0	0
Property Maintenance	17	16	-1
Stop Work Orders	0	1	+1

**Lynhaven**

Reporting Period	2017-18	2018-19	Change
<b>Violations Cited</b>	<b>22</b>	<b>6</b>	<b>-16</b>
Inoperable Vehicles	39	12	-27
Trash	13	30	+17
Weeds	1	1	0
Unfit Housing	2	0	-2
Rodents	0	2	+2
Hoarding	2	12	+10
Property Maintenance	13	23	+10
Stop Work Orders	0	1	-1

Quality of Life Meeting  
February 1, 2019

Department of Code Administration  
Maintenance Code Division



**Focus Areas Summary**

**Trends:** Trash, Overflowing dumpsters, bulk trash at multi-family locations, increased vehicle compliance, increased voluntary compliance for maintenance code violations. Promoting Call, Click, Connect/Cityworks.

- Presidential Greens, Eaton Square and Potomac Management apartments require daily trash enforcement.
- Cleaner Alleys in Hume Springs with daily inspections and residents assisting with monitoring.
- Eaton Square – New trash hauling company does not service compactor if trash blocks the equipment. Staff met with property manager and hauler for compliance solutions.
- Only one civil penalty was issued this period for an inoperable vehicle on private property. Residents are given a compliance periods up to 60 days to remove.
- Tiger Market continues to clean the parking lot twice daily and as needed by store staff.
- Daily inspections of the rear of El Paisa Grocery, Food Star and along the Landover path.
- Rental housing inspections completed at Presidential Greens.
- There are no outstanding violations or Code related service request at ARHA owned properties.



# Transportation and Environmental Services Executive Dashboard

## Service Requests (FY 2019 Q2)

Public Works Services (PWS)				
	October	November	December	
Streets - Potholes	25	24	14	
Sidewalks - Repairs	35	29	17	
Sewers - Manholes	12	18	6	
Street Repair	13	6	4	
Sidewalks - Cleaning & Sweeping	3	4	2	
Sewers - Flooding	1	1	2	
Litter - Illegal Dumping	8	4	6	
Hydrant - Damaged or Leaking	4	3	9	
Litter - Sidewalks	1	1	4	
Streets - Bus Shelters - Cleaning & Repair	2		1	

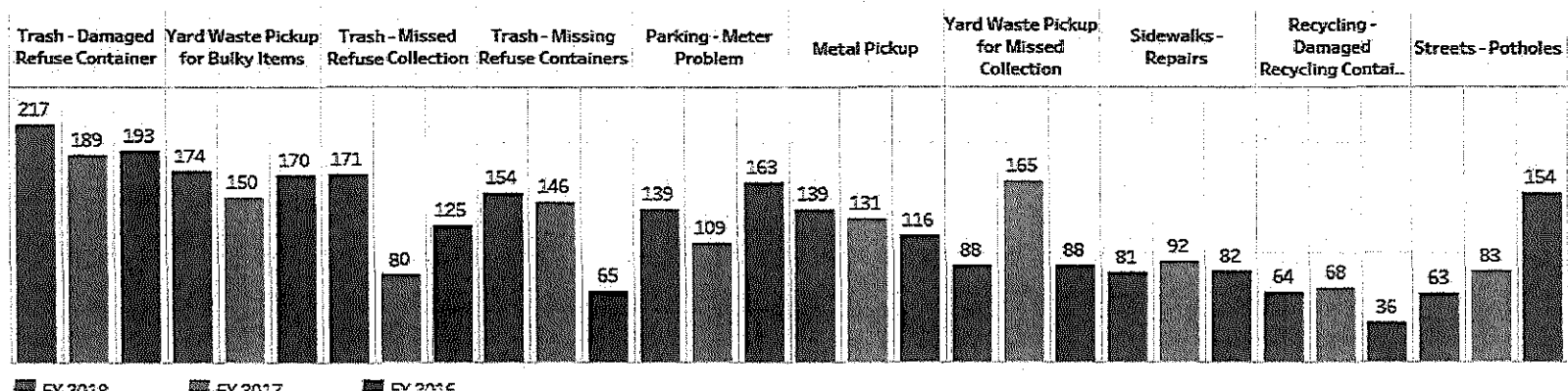
Residential Services (RS)				
	October	November	December	
Yard Waste Pickup for Bulky Items	83	71	20	
Trash - Missing Refuse Containers	57	38	59	
Yard Waste Pickup for Missed Collection	20	43	25	
Metal Pickup	54	46	39	
Trash - Damaged Refuse Container	73	103	41	
Trash - Missed Refuse Collection	44	67	60	
Recycling - Damaged Recycling Container	24	23	17	
Recycling - Container Exchange or Addition	21	27	40	
Recycling - New Resident - Recycling Container	26	20	35	
Recycling - Missed Collection	46	54	63	
Recycling - Missing Recycling Containers	17	18	22	

	October	November	December	
Parking - Meter Problem	37	58	44	
Signs - Hit/Down/Leaning Traffic Sign	12	6	3	
Traffic Signals - Bulb Out	16	12	8	
Flashing Traffic Signals - CALL 571 238 0648	8	7	5	
Signs - Faded/Damaged/Twisted Traffic Sign	12	10	2	
Signs - Request for New Traffic Sign	12	3	3	
Signs - Missing Traffic Sign	4	6	4	
Signs - Request Removal of Traffic Sign	6	4		
Traffic Markings - Missing	2	5		
Traffic Markings - Request for New Marking	1	1	3	
Signs - Illuminated Street Sign	1	1	2	

## T&ES Operations Top 10 Service Requests (FY19 Q2)

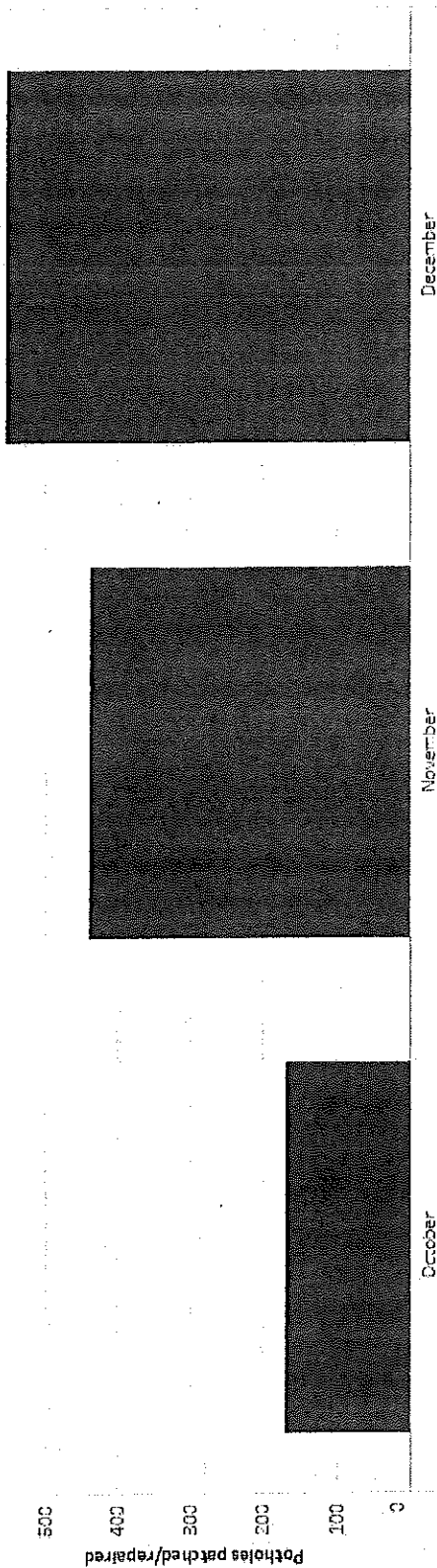
Trash - Damaged Refuse Container	217
Yard Waste Pickup for Bulky Items	174
Trash - Missed Refuse Collection	171
Trash - Missing Refuse Containers	154
Metal Pickup	139
Parking - Meter Problem	139
Yard Waste Pickup for Missed Collection	88
Sidewalks - Repairs	81
Recycling - Damaged Recycling Container	64
Streets - Potholes	63

## Operations Top Service Requests, Q2 Year-to-Year Comparison



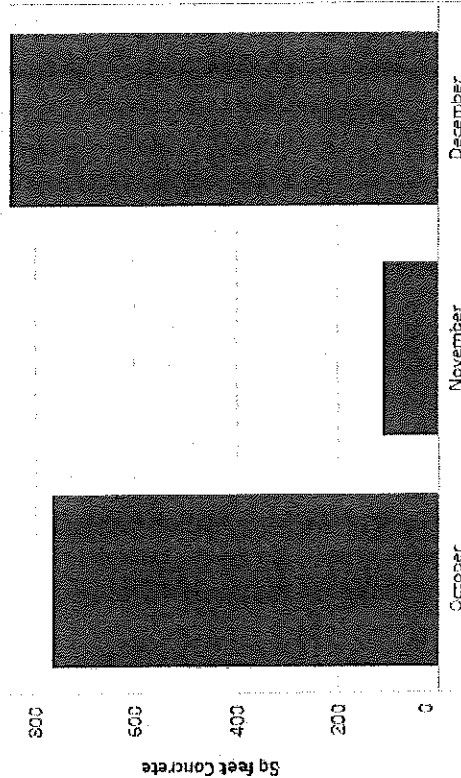
# Pothole Repairs

FY 2019



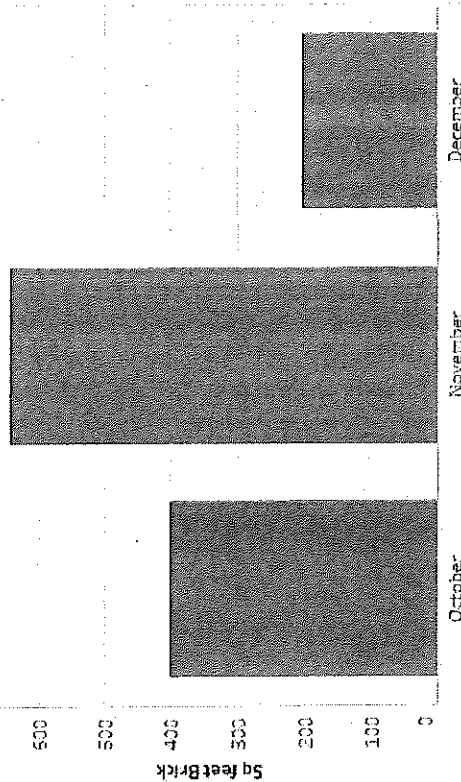
## Concrete Sidewalk Repairs

FY 2019



## Brick Sidewalk Repairs

FY 2019



## Sewer Preventative Maintenance (CCTV)

FY 2019

